

## 63-109 Time Limits and Delays

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### Table of Contents

	Section
<a href="#">Normal Processing</a>	109.1
<a href="#">Expedited Services</a>	109.2
<a href="#">Denying the Application</a>	109.3
<a href="#">Interviews</a>	109.4
<a href="#">Delayed Actions</a>	109.5
<a href="#">Delays Caused by the Household</a>	109.6
<a href="#">Delays Caused by the County Welfare Department (CWD)</a>	109.7
<a href="#">Delays Beyond 60 Days</a>	109.8

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### 63-109.1 Normal Processing

A CalFresh application is considered filed the date the Family Resource Center (FRC) or Document Processing Center (DPC) receives the application containing, at a minimum, the applicant's name and address and the signature of a responsible household member, or the household's authorized representative.

CalFresh applications must be processed no later than 30 calendar days following the date of application. Refer to [63-105](#) for Expedited Services procedures.

#### A. DENIAL ACTIONS

1. Do not deny a CalFresh application prior to the 30<sup>th</sup> day after the date of application. If the 30<sup>th</sup> day falls on a weekend or holiday, deny the application after the 30<sup>th</sup> day (the next working day after the weekend/holiday). Refer to [63-121.1](#) for additional information.

#### Example:

The 30<sup>th</sup> day falls on a weekend and Monday is a holiday; deny the case on Tuesday after the weekend and holiday; do not deny the case prior to the 30<sup>th</sup> day.

2. You can deny an application prior to the 30<sup>th</sup> day following the date of application only in the following circumstances:
  - a. When it is accurately determined the household is ineligible and the information is well documented in Case Comments; or
  - b. When the household refuses to cooperate in the

application process (refer to [63-107.2](#) for a definition of refusal to cooperate); or

c. When the household withdraws its application as explained in [63-121.2](#)); or

d. When you:

- i. Were able to conduct an interview and requested all of the necessary verification **on the same day the application was filed; and**
- ii. Did not request additional verifications; **and** provided assistance to the household to obtain the verifications when the household required it, but they failed to provide the requested verification.

If all three conditions are met, deny the application and send the denial notice before the 30<sup>th</sup> day to be effective the 30<sup>th</sup> day following the date the application was filed. Refer to [63-109.3](#).

## **B. APPROVAL ACTIONS**

All CalFresh applications must be processed and approved, if otherwise eligible as soon as possible, but no later than the 30<sup>th</sup> day after the date of application. If the 30<sup>th</sup> day falls on a weekend or holiday, the application must be approved prior to the 30<sup>th</sup> day. Refer to [63-121.3](#).

### **Example**

The 30<sup>th</sup> day falls on a weekend and Monday is a holiday; approve the case on Friday before the weekend and holiday.

## **C. APPLICATION PENDING FOR ANOTHER PROGRAM**

Do not delay granting a CalFresh application because information or verification pertaining only to other programs is still pending.

Example: CalWORKs may have pending items like a Project 100% investigation, child support questionnaire, birth certificates, or vehicle registration that does not affect CalFresh eligibility.

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63-109.2  
Expedited  
Service

The applications of households qualifying for Expedited Services must be processed and CalFresh benefits must be made available to the household no later than the third calendar day following the date the application was filed as set forth in [Section 63-105](#).

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63-109.3  
Denying the  
Application

Households determined to be ineligible will be sent a notice of action denying their application as soon as possible but not later than 30 days following the date the application was filed.

Do not deny eligibility to a household due to failure to cooperate when the person(s) who fails to cooperate is outside of the household. Excluded household members specified in [Section 63-101.6](#) will not be considered outside of the household for the purposes of this section.

- If the household has failed to appear for their scheduled interview and has made no subsequent contact to express interest in pursuing the application, the worker will send a **Notice of Missed Interview (NOMI–DFA 386)** as soon as possible.
- Reschedule if the household requests another interview within 30 days of the initial application date.
- Do not deny a household's application prior to the 30th day after the date of application.
- Pro-rate benefits from the date of application if the household schedules a second interview within 30 days of the application date and is found eligible.

In cases where you were able to conduct an interview and request all of the necessary verification on the same day the application was filed, and no subsequent requests for verification have been made, the application may be denied if you provided assistance to the household in obtaining the required verifications when required but the household failed to provide the requested verification.

Send a notice of action denying the application on or before the 30th day following the date the application was filed, to be effective the 30th day following the date the application was filed.

**Note:** Compliance with CalFresh time limits means taking action within the time frames specified. Therefore, if the last day for a denial action falls on a Sunday or other holiday, the worker will take action on the next normal working day except for expedited service time frames as specified in [63-105.3](#)

**Example:** If 30-day denial action falls on a weekend, the denial should be effective and dated the Monday following the weekend.

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63-109.4  
Interviews

If the household fails to appear for their scheduled interview, send a Notice of Missed Interview (NOMI) as soon as possible, informing the household of the need to reschedule.

Reschedule if the household requests another interview within 30 days of the initial application date.

Applicants are responsible for supplying information necessary to establish eligibility and the worker is responsible for assisting the

recipients.

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63-109.5  
Delayed Actions

To determine the benefit level when there is a delay in the application processing period (within the 30 days of the date the application was filed) determine who caused the delay and who is at fault. All delays in the application process must be properly and thoroughly documented.

Determine first the cause of the delay using the following criteria:

A delay is considered the fault of the household if the household has failed to complete the application process even though the worker has taken all the action they are required to take to assist the household. You must have taken the following actions before a delay can be considered the fault of the household:

- a) For households that have failed to complete the application form, you must have offered, or attempted to offer, assistance with its completion.
- b) In cases where verification is incomplete, you must have provided the household with a list of needed verifications (FS 22); assistance when required; and sufficient time to provide the missing verification. Sufficient time shall be at least 10 days from the date of the initial request for the particular verification that was missing.
- c) For households that have failed to appear for an interview, notify the household that it missed the scheduled interview and have attempted to reschedule the initial interview (NOMI – DFA 386) within 30 days of the date the application was filed.
  - If the household contacts you within the 30 day processing period, the worker must schedule a second interview.
  - If a subsequent interview is postponed at the household's request or cannot otherwise be re-scheduled until after the 20<sup>th</sup> day, but before the 30<sup>th</sup> day following the date the application was filed, the household must appear for the interview, and bring verification by the 30<sup>th</sup> day; otherwise the delay will be the fault of the household.
  - If the household has failed to appear for the first interview, and a subsequent interview is postponed at the household's request until after the 30<sup>th</sup> day following the date the application was filed, the delay will be the fault of the household.
  - If the household has missed both scheduled interviews

and requests another interview, any delay will be the fault of the household.

Delays that are the fault of the County include, but are not limited to, those cases where the worker failed to take the actions described above in Sections (a) through (c).

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63-109.6  
Delays Caused  
by the  
Household

If by the 30<sup>th</sup> day of the application processing period you cannot take further action on the application due to the fault of the household, the household will lose its entitlement to benefits for the month of application. Deny the application and notify the household of the action taken by sending a notice of action.

When the application is denied, send denial notice [DFA 377.1A](#) on the 30<sup>th</sup> day and notify the household of the action it must take to reactivate their application.

Re-open the case without a new application if the household takes the required action within 60 days following the date the application was filed.

- If the household does not take the required action within the second 30-day period (60 days from the date of application), take no further action. The household must reapply.
- If the household was at fault for the delay in the first 30-day period but is found to be eligible during the second 30-day period, issue benefits (if otherwise eligible) only from the month following the month application. The household is not entitled to benefits for the month of application.

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63-109.7  
Delays Caused  
by the County  
Welfare  
Department  
(CWD)

Whenever a delay in the initial 30-day application processing period is the fault of the County, take immediate corrective action. Do not deny the application but instead continue processing the application and send the household a notice of action informing them of the pending status ([DFA 377.1A](#)) of their application by the 30<sup>th</sup> day following the date the application was filed.

- If the case file is not complete enough to determine eligibility, the pending status notice of action will indicate any action necessary by the household to complete the application process.
- If the household fails to respond, take action on the application during the second 30-day processing period as provided in 63-109.6 above.

If the household is determined eligible during the second 30-day period, provide benefits retroactive to the date of the application. If the

household is determined ineligible during the second 30-day processing period deny the application and provide denial notice of action.

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63-109.8  
Delays Beyond  
60 Days

If the household is at fault for not completing the application process by the end of the second 30-day period, deny the application and require the household to file a new application if they wish to participate.

If you are at fault for not completing the application process by the end of the second 30-day period and the case file is otherwise complete, continue to process the original application and any supplemental information provided by the household until an eligibility determination is made.

- If the household is determined eligible, provide benefits to the household as follows:

If ...	Then ...
You are at fault for the delay in the initial 30-day period	The household will receive benefits retroactive to the date of application.
The initial delay was the household's fault	The household will receive benefits retroactive only to the date the worker received verification that the household completed the required action.

- If the household is determined ineligible, deny the application and send a denial notice.

If you are at fault for not completing the application process by the end of the second 30-day period, but the case file is not complete enough to determine eligibility, continue to process the original application and send the household a notice of action informing them that the application is being held pending (DFA 377.1A).

- Advise the household of the action necessary to complete the application process and of the possible entitlement to retroactive benefits as a result of the County's fault to process the application in the second 30-day period.
- Allow the household at least 10 days to take the required action specified on the notice of action informing them of the pending status of their application.
- If the household fails to take the required action specified on the notice of action informing them of the pending status of their application, deny the application without further notice to the household.

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